

Chief Information Officer

IT INNOVATIONS



Team Roster

Charlie Coleman (Director), Vicki Bowen, Lynda Folwick, Amy Henne, Karen Hyrkas, George Oberle, Tina Pemberton, Neil Sattler, Arva Thomas, Rob Lee (intern), Michal Svec (intern)

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI (FSA-wide score)	72.9	74.2			
	Other survey					
EMPLOYEE SATISFACTION		3.99	3.92			
UNIT COST	Your Portion		.054		.047	
	Other					

Contributions

- Innovations will define and submit requirements for a single sign-on service for FSA customer and employee access to systems by 3/31/2002. (*CS, ES*) (#37 on FSA FY02 Performance Measures)

- Innovations will expand electronic signature solutions (PIN, digital signature, smart cards, etc.) to other student aid business applications by 9/30/2002. (*I, CS, UC*) (#50.8 on FSA FY02 Performance Measures)
- Innovations will participate in interagency initiatives to improve the delivery of services, information and resources related to higher education to students and their families (e.g., students.gov, Studentjobs.gov, etc.). This contribution will support both FSA's mission to provide the financial resources necessary to help put America through school, as well as the Department's commitment to the President's goals for citizen-centric e-government. (*CS*)